



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

3623

**Patent Application**

Inventors: **Frank J. Bogart**  
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**Rebecca K. Phelps**  
Case No.: **Bogart 18-3-1-4-1**  
Serial No.: **09/588,963** Group Art Unit: **3623**  
Filing Date: **June 7, 2000**  
Examiner: **Akiba K. Robinson Boyce**  
Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

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**GROUP 3600**

SIR:

**TRANSMITTAL LETTER**

Enclosed is a Response to Office Action in the above-identified application.

**NO ADDITIONAL FEE REQUIRED**

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By David Volejnicek  
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Date: 3 Dec. 2003  
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

On 3 Dec. 2003 Tina R. Wilson  
Date of Deposit (Type name of person mailing paper) (Signature of person mailing paper)